

ATTACHMENT A

STATEMENT OF WORK

(sow 4/9/12)

**INFORMATION SCIENCE AND
LIBRARY SERVICES
NNG12381152R**

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Statement of Work (SOW)

Draft dated 4/9/12

1.0 PURPOSE

The purpose of the Goddard Information Science and Library Services Contract (GISLSC) is to support mission responsibilities of Goddard Space Flight Center's (GSFC), Information and Logistics Management Division (ILMD) and the Knowledge Resources and Library Service Branch. The GISLSC provides the necessary library system maintenance and related services needed to deliver a broad and comprehensive electronic library and information science support function. This function encompasses all aspects of information storage, retrieval, and delivery to ensure timely and efficient provision of information resources relevant to the GSFC mission. The requirements of this SOW apply to library services provided for customers at GSFC's Greenbelt, Maryland and Wallops Island, Virginia, locations.

1.1 Introduction

In support of Goddard Space Flight Center's (GSFC) mission, the Knowledge Resources and Library Services Branch, facilitates and promotes Earth and Space science research and enables technologies by stimulating discovery, creativity, and communication of knowledge. The GSFC Library staff works closely with the Center's Knowledge Architect to develop and implement programs to ensure preservation and access to the Center's documented knowledge assets. In support of the Center's outreach goals, the GSFC Library staff supports scientific literacy and delivers efficient and effective access to information deemed essential to NASA research. Center library staff applies expertise and enable technologies that stimulate discovery, creativity and communication of knowledge to enhance life on earth.

1.1.1 The GSFC Library Services Branch functions and services include:

- Provide basic e-resource collection of science and technology management information;
- Provide science and technology management information identification and location support;
- Enable electronic access to required resources;
- Ensure copies of renewable resources obtained by electronic access, electronic; acquisition, exchange, interlibrary loan, scanning, photocopy, dissemination and resource sharing are provided; and
- GSFC knowledge repository

1.1.2 The primary information resources of the GSFC Library consist of a dynamic collection of electronic journals, databases, electronic books, electronic documents and multimedia.

1.1.3 Access to the electronic collections is primarily via the GSFC Library Website (<http://library.gsfc.nasa.gov>) or GSFC Library Repository. The GSFC Library Repository is currently available for use to GSFC Civil Service and Contractor employees and is accessible via the GSFC Library Website. Access is provided to a network of other library collections through cooperative Inter-Library Loan activities.

2.0 REQUIREMENTS

2.1 Access Services and Information Navigation, and Collection Building

Access Services and Information Navigation include search, verification, registration, acquisition, metadata creation, electronic library update. The Contractor shall support the GSFC Library user community by facilitating access to information resources, whether or not such resources are held in the Library's collections. In providing such support, the contractor shall perform the following tasks, including but not limited to: electronic user access, access to e-journal literature, Inter-library borrowing; delivery and reports.

Access Services and Information Navigation provide the library user with access to needed information resources. Information navigation supports users in effective utilization of information resources and promotes information literacy. The primary goal is appropriateness of the information presented to the customer in response to their inquiry, as well as using the appropriate resource or finding aid to meet the information requirement using standard Reference/Information Interview Techniques. Additionally, it is imperative that complete instructions be provided on the required search system to enable the user to complete their research.

Electronic Collection Building includes materials processing, dissemination, collection control and maintenance, weeding, bibliographic control, and information delivery. Services include access to e-journal literature, Interlibrary Borrowing, and reporting functions.

2.2 Customer Training and Support

Training and support services include customer training and support on the use of electronic library and information resources, introductory demonstrations of electronic search tools and databases, referral services, promotion of information literacy and new developments in information science, communications and outreach.

The Contractor shall remotely support the Library user community in navigating and effectively utilizing information resources which are held in the Library facility or accessible remotely using the e-Library gateways. The contractor shall electronically perform the following tasks, including but not limited to: providing help with the use of the Library and information

resources; introductory demonstrations of electronic search tools and data bases; and referral services.

2.3 Research Support Services

Research Support Services provide objective, expert analysis and consultation to customers and prepare innovative analytical studies on topics established by customers. Personal support is provided, as an expert on information resources, including analyzing, and evaluating sources from cost-based and publicly accessible databases and scientific and technical books and journals, preparation of analytical reports, memoranda, and written materials for customers about the sources available.

The Contractor shall be responsible for the strategic and tactical development and management of research services for the GSFC Library. Research Support Services specialize in those inquiries which require comprehensive reference, research, advisory, evaluative, and instructional services; and those which are complicated by the novel or obscure nature of the problem. Research Support Services provide customized information services and resources in support of specific topics and requested by GSFC researchers.

Research Support Services provide customers with an effective search and retrieval information resources, analysis of existing literature and tailoring results to meet the specific information requirement. The primary goal is to provide comprehensive research support to the user by exhausting all search tools at the librarian's disposal and providing an electronic document including the information resources that meet the users' requirements, analysis of the resources, and if requested, a listing of all of the sources consulted to provide search results.

2.4 Library Information Systems and Support

The Library Information System functions support all contract functions and links those functions to each other, i.e., to the library users, to the local products and to GSFC Digital Library (GDL). The primary goal is competent configuration management in its very broadest interpretation to include basic configuration management at the system level and then the software level. Electronic library services analyze present and future technologies and systems as they relate to library functions; develop and implement plans for integrating and upgrading electronic resources as part of the information services program; monitor and interface with GDL; documenting GDL module configurations and software/data interfaces; production of products emanating from the GDL database; maintenance and administration of the Library's electronic infrastructure. Reports include administrative, technical, statistical, analytical, and special reports and procedures manuals.

The Contractor shall provide the following support, including but not limited to: analyzing present and future technologies and systems as they relate to library operations; developing and implementing plans for integrating electronic resources into the information services program; monitoring and interfacing of GDL; documenting GDL module configurations and software/data interfaces; production of a spectrum of library products emanating from the GDL database; creation, update, and maintenance of library databases; availability of library systems for public

access, including both access at the library sites as well as remote access from users via the Internet; maintenance and administration of the Library's database servers; user manuals; and reports.

The Contractor shall implement and sustain uses of appropriate technology to facilitate optimal operation of all library functions and cost-effective access to relevant internal and external information resources.

2.4.1 Digital Preservation Services

GSFC relies on electronic means to record and disseminate information about its missions, activities and operations. The library has a responsibility to preserve and provide access to the knowledge assets needed to carry out the Center's missions. The goal of the library's digital preservation services is interoperability and the provision of access across resource types and systems. The Contractor shall provide digital preservation services such as, but not limited to, digital conversion of seminars/colloquia.

2.5 **Knowledge Management**

The Contractor shall provide support to the Office of the Chief Knowledge Officer (OCKO) and provide comprehensive Knowledge Management support.

GSFC has produced a wealth of knowledge in the management of its projects. GSFC needs to reapply the knowledge gained from these past projects as rapidly and efficiently as possible. This service provides support for the learning initiatives described in Goddard's plan for a learning organization.

The Contractor shall provide support to the OCKO in developing learning initiatives that assure the Center is functioning like a learning organization and provide a process for routinely pausing to share programmatic insights and wisdom and to assemble those insights into a reusable collection of knowledge. Specifically the Contractor shall:

- Plan and develop knowledge sharing workshops, Pause and Learn sessions, case studies, lessons learned, and case based learning events to support the OCKO;
- Work in conjunction with the OCKO to pilot new initiatives designed to share insights across projects and mission; and
- Follow work instructions, guides, and procedural documents that have been developed in association with these activities to achieve continuous learning and provide updates to these materials as new information is developed.

2.6 **Special Information Science and Library Services**

The Contractor shall provide sufficient and appropriate labor, materials, and equipment necessary to comply with any and all special information science and library services for complex investigations and major pilot programs, format conversions of document collections, and special reports described in Task Orders.

The Contractor shall respond to requests for special information science and collaborative partnerships with other NASA Libraries. Such partnership initiatives will be designed to facilitate information sharing, cooperative work environments, and strengthen the technical capabilities of all NASA Libraries and in support of NASA's mission.

The Contractor shall respond to requests for provision of services related to a traditional physical library, to include, but not limited to: collection management, maintenance, acquisition and circulation of paper books, journals and other physical media. These services shall be managed under a fee for service arrangement where customers shall pay directly for these services.

3.0 WORK ENVIRONMENT

3.1 The GSFC Library is committed to excellence and delivering services over the World Wide Web (WWW) or its successor technology. The WWW enables the Library to serve wider populations, disseminate information about NASA and its programs, and promote science information literacy beyond the gates of GSFC. The web site is the primary means of providing library resources as it serves as an extension for the provision of library services. Researchers are provided with access to other web sites, an online catalog, GODDARD GALAXIE, a full-text electronic book and journal, citation and bibliographic database and hyperlink to major earth and space science technological resources. Additionally, the Web site offers access to the Goddard Library Repository, and Balloon Technology Database, where site and abstract resources, unique to the GSFC mission, can be found. Additionally, access to information available via the Library's Web site provides our customers with opportunities to submit electronic requests for library materials conduct literature searches and submit reference questions, via the Ask the Librarian Program.

3.2 GSFC Library collections and electronic resources, comprise the content of the Goddard Digital Library (GDL). The GDL content consists of over 700 Web pages and 14,000 links to information objects relevant to the mission of the Goddard Space Flight Center. The infrastructure of the GDL also encompasses the Scientific and Technical Information Library Automation System (STILAS) software, a library management system, which is maintained on a centrally installed client-server Library Management System produced by the SIRSI Corporation. The GDL also includes a fully automated interlibrary loan system and uses ILLiad software. Additionally, GODDARD GALAXIE supports the Library acquisition program, cataloging, circulation, and online public catalog functions for the Center's hard copy collections.

3.3 The NASA adaptation of the STILAS software is used by the NASA GALAXIE system. Goddard contributes its holdings to the NASA GALAXIE catalog and receives access to several information resources through its membership in the NASA-wide consortium. Among these are:

the NASA Aeronautics and Space Database (NA&SD) which contains 4 million metadata records that include citations and abstracts of NASA technical reports, videos, journal articles, and conference proceedings. Content ranges from the early National Advisory Committee for Aeronautics (NACA) publications to today's latest research and the NASA Technical Reports Server which provides access to NASA's current and historical technical literature and engineering results. Over 500,000 aerospace-related citations, more than 200,000 full-text online documents, and over 500,000 images and videos are available from the Institute of Electrical and Electronics Engineers (IEEE) Electronic Library, which has over 570,000 full-text articles from both the IEEE and the Institution of Electrical Engineers (IEE); and selected Cambridge Scientific Abstracts. Another electronic service funded by NASA is the Astrophysics Data System developed by the Harvard Smithsonian Institution which provides open access to the full text of historical journals in astronomy and astrophysics.

3.4 The Goddard Library also participates in the National Research Library Alliance (NRLA) which provides access to the Web of Science, a comprehensive abstracting, indexing and citation linking service developed by the Institute for Scientific Information. In addition, NRLA provides a vehicle for consortia licensing of full-text online journals, such as those from Academic Press. The Goddard Libraries are members of the Federal Library and Information Center Committee (FLICC) Federal Library and Information Network (FEDLINK) through which it accesses the Online Computer Library Center, Inc. (OCLC) system for cataloging, interlibrary loan, and FirstSearch functions.

- 3.4.1 The Government shall be responsible for providing Library management software to include:
 - o SIRSI Library Management Software
 - o Interlibrary Loan Software (currently ILLIAD)
 - o Web searching software (currently Library Search)
 - o Web page maintenance software (currently Dreamweaver)
 - o World Wide Web Server software, HTML Home Page(s)
 - o Licensed off-the-shelf commercial information e-books, e-journals, and data bases
 - o Providing access to computer hardware, Local Area Networking, and access to remote databases via government protocols
 - o Maintaining Center contracts for common office equipment

3.5 Goddard Digital Library (GDL)/GODDARD GALAXIE and NASA GALAXIE RELATIONSHIPS

3.5.1 The Goddard Digital Library (GDL) is the term that describes how Goddard provides access to full text information objects and all other library applications that support the electronic delivery of library information to GSFC customers. The infrastructure includes, but is not

limited to; the library building's physical segment of the Center Network Environment (CNE) and associated network devices (repeaters, bridge-routers, cabling), the library network servers, and the specialized microcomputers which support patron access and library staff technical processing capabilities.

3.5.2 The specialized software applications include but are not limited to: SIRSI STILAS system modules, ILLIAD Interlibrary Loan System, Library One Search System, Dreamweaver Web management software, remote access to ISI's Web of Science and IEEE Electronic Library, access to licensed electronic journals, books and databases, filters for the conversion to ASCII and HTML tagged file formats, httpd server, HTML-forms, Ariel ILL module, and MS ACCESS.

3.5.3 The GSFC library maintains a very heterogeneous computing environment, both in the library and in support of remote access from the many remote technical users throughout GSFC. The environment is multi-platform, multi-protocol, and multi-media, and requires extensive knowledge of many computer operating systems and languages. The GSFC Library computing environment includes both Windows and Unix systems. Software includes both commercial and open source programs. Web software includes Drupal, Apache, and Cold Fusion. Multimedia software includes Camtasia Studio, Expression Encoder Pro, and PCP Captioning Software among other programs and software.

3.5.4 GALAXIE system is host to SIRSI which is used to manage the inventory of objects which make up the contents of GSFC's traditional library and selected electronic objects. At the present time, the Goddard GALAXIE System utilizes SIRSI Corporation's library management software on a client server platform to support the functions of providing Online Patron Access Catalog (OPAC) as well as supporting other functions including, technical processing for acquisitions, cataloging, circulation and reporting for the Goddard libraries. NASA also has a SIRSI Corporation library management system called NASA GALAXIE which contains the holdings of all NASA Libraries. Goddard contributes its holdings to NASA GALAXIE.

3.5.5 In order to comply with the Section 508 Electronic and Information Technology Accessibility Standards, the contractor shall perform all work required under this contract in compliance with the following technical standards delineated in Code of Federal Regulations (CFR) Title 36:

1194.21 Software Applications and Operating Systems

1194.22 Web-based Intranet and Internet Information and Applications

1194.23 Telecommunications Products

1194.24 Video and Multimedia Products

4.0 LIBRARY INFORMATION SYSTEMS PHASING REQUIREMENTS

4.1 In the event of a major hardware or software transition of the Library Information System(s), initiated by the Government, the following phasing approach shall be required:

- Start-Up of new system(s)
- Regular Requirement running in parallel with new system(s)
- Transition to New Operational System(s)
- Phase-Out of old system

4.1.1 Each of these phases shall require the Contractor to provide the following:

- Reliable interface with the NASA and GSFC networks;
- Understanding of the GSFC library and network technical issues involved in implementing each phase as demonstrated in an approved Library System Hardware or Software Transition Phasing Plan, to be approved by the COTR or designee;
- Development and implementation of meaningful metrics, to be approved by the COTR or designee, derived from data resident in the network;
- Participative, constructive feedback on system operation and proposed enhancements;
and
- Description of operational requirements and the specifications for fulfilling those requirements.